ADDENDUM NUMBER 1

DATED DECEMBER 2, 2021
TO
SPECIFICATIONS TO REQUEST FOR BIDS #22055
FOR
UNIVERSITY OF MISSOURI (MIZZOU) ATHLETICS DATA WAREHOUSE

The above entitled specifications are hereby modified as follows and except as set forth herein otherwise remain unchanged and in full force and effect.

Bid Date Modification
The bid due date has been extended to December 10, 2021 at 11:00 AM CST

Questions and Answers

1. **Question:** There is no attachment D on the bid page RFP # 22055 | University of Missouri System (umsystem.edu) – I only see attachment C (the ITSRQ) and attachment E (Desired Criteria). Should there be an attachment D on the RFP page?

    Answer: Attachment D is the data breach document that is located on page 32 of the RFP PDF. You should submit Attachments A - D (with your response) which are Supplier Diversity Participation Form, Supplier Registration, ITSRQ, Data Breach, and Desirable Criteria

2. **Question:** There was not a Word document version of the RFP itself delivered – is it acceptable to convert the PDF to Word to edit, then back to PDF for delivery?

    Answer: Yes. However, any modification by the Respondent of the specifications provided will be ignored, and the original wording of the RFP shall be the prevailing document

3. **Question:** Could you describe your 1/3/5-year plan for your data strategy and share some of your key long term goals and objectives?

    Answer:
    Same goals for all three years:
    - New tickets sales
    - Season ticket holder retention
    - Increase donor giving
    - New donor acquisition
    - Overall increased engagement with Mizzou Athletics

4. **Question:** We did not see any business requirements listed in the RFP. Is it expected that as part of the project that the vendor will work with key constituents to gather requirements and define scope for the data warehouse. For example:

a.   Areas of analysis/data marts

b.   Key reports and analyses

c.   Systems beyond Fanatics and Ticket Master that will need to be integrated

d.   Security and access requirements

Answer: Yes, the vendor would work with the Athletics team during the build to define scope and expectations

5. **Question:** What are the latency of data requirements for the system? I.e. how up-to-date does the University expect the data to be in the data warehouse: within a day, within an hour, etc.?

Answer: Daily

6. **Question:** How many users does the university anticipate accessing the data warehouse?

Answer: 20-30

7. **Question:** Can you please clarify that the University is looking for services only and that the University plans to provide all of the necessary software, e.g. Azure environments (dev/QA/prod), Power BI Services licensing, Azure Data Factory, etc.

Answer: Yes, we plan to allow use of our Azure Tenant for dev/QA/ Prod and we will procure appropriate Power BI licensing in consultation with vendor. Other tools will need to be discussed on an individual basis.

8. **Question:** In the RFP the university indicates that they would like the vendor to build the solution within the University's Microsoft Azure tenant, yet the security questions in ITSRQ – Attachment C are indicative of expectations that the vendor would be hosting the solution. Can the university clarify?

Answer: The security questions in the ITSRQ – Attachment C cover both UM hosted and vendor hosted solutions. If the proposed solution is to be UM hosted, then only the first section of questions is applicable. If the proposed solution is to be vendor hosted, then the vendor hosted questions (beginning on row 36 of the excel doc) must be answered in addition to the first section. If

something does not apply, please add a note in the comment field as to why it does not apply.

9. **Question:** Is it expected that the vendor would manage/ support this data warehouse after implementation on the University's Azure infrastructure?

   Answer: We would like to know maintenance plans available with the vendor but the expectation is that the vendor will have it setup for the University to care for maintenance

10. **Question:** What additional systems does the University envision integrating beyond Fanatics and Ticketmaster? Raiser's Edge, Oracle Campus Solutions, etc.?

    Answer:
    Advance (campus database)
    50/50 Raffle Software
    Download information from Athletic Department app

11. **Question:** It is assumed that this solution will be deployed in the university's IT systems, is this correct?

    Answer: Yes, the goal is to build this within the university's Azure tenant

12. **Question:** Would our staff have access to the university IT system (specifically Microsoft Azure and Power BI), as appropriate to deploy the solution, and provide ongoing maintenance and support?

    Answer: We will provide appropriate access through courtesy accounts or pair your team with the appropriate University administrators if enterprise-wide resources are needed that would not be shared with an outside entity.

13. **Question:** Approximately how many distinct users of the solution will be required to be supported?

    Answer: See response to # 6

14. **Question:** Are there expectations of what types of support are going to be required? (Ex: phone, email, online)

    Answer: During the build we would want prefer all three be available. After that a maintenance agreement would need to be established

15. **Question:** What are the expected or required support hours? (in terms of availability – ex: 24x7x365?)

Answer: Normal business hours (8-5)

THE CURATORS OF THE UNIVERSITY OF MISSOURI SYSTEM

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